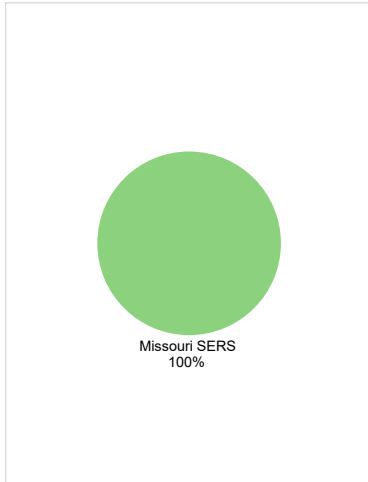
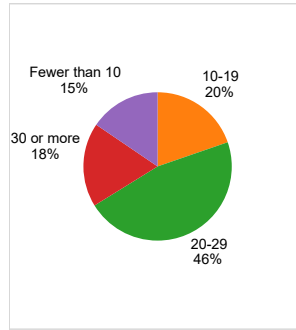


Percentage of Responses by Fund

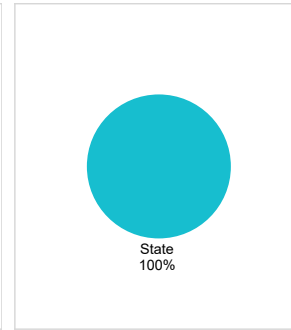
Fund ID
Missouri SERS



Years of Service



Job Type



Fund ID
Missouri SERS

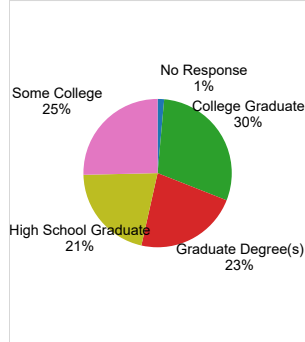
Response date
2020 q1

Gender: Q16
All

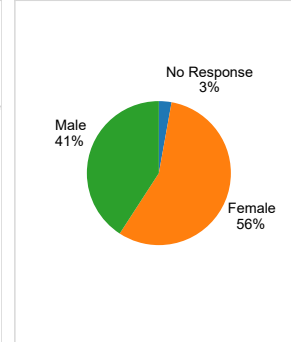
Education: Q15
All

Service: Q14
All

Education



Gender

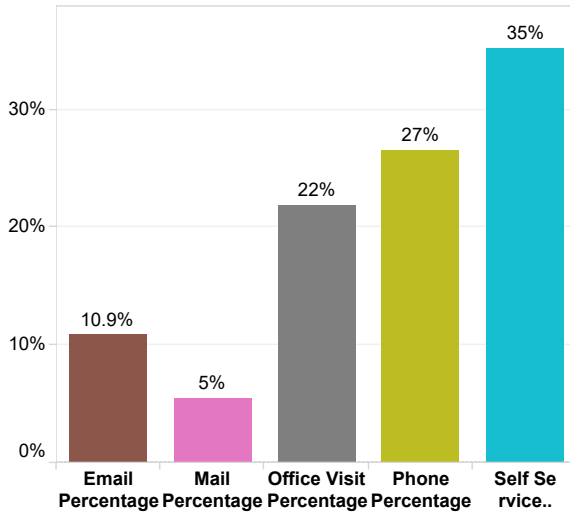


Age: Q13
All

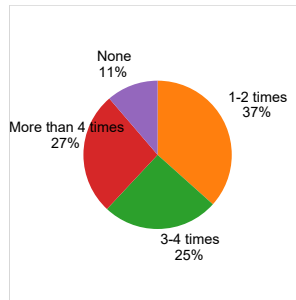
Job Type: Q11
All

Custom Variable 1
All

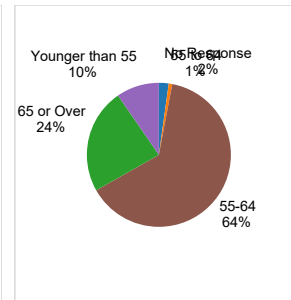
Method of Contacting the Fund



Contact Frequency

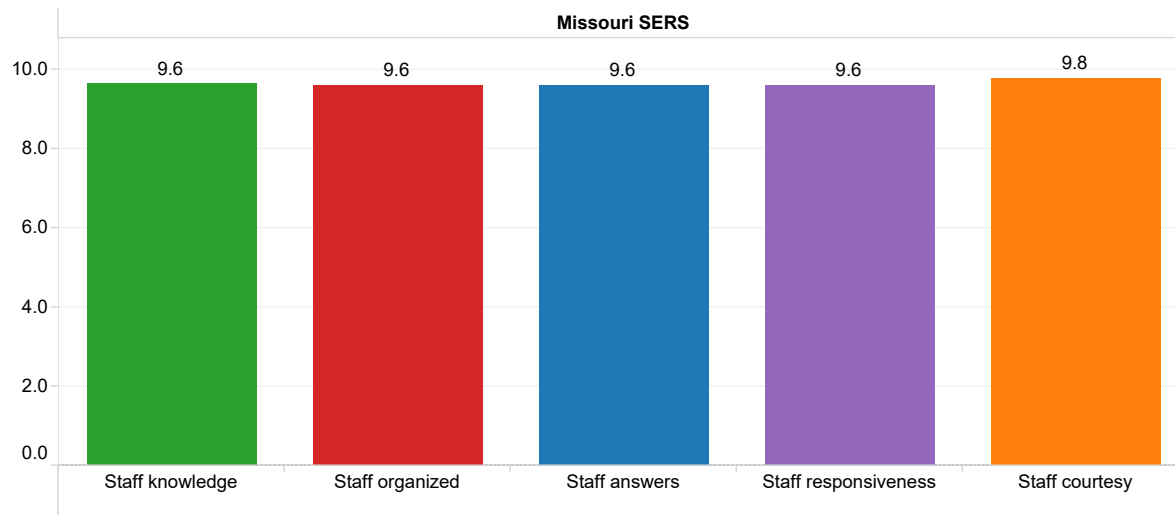


Age



N: 71

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2020 q1

Gender: Q16
All

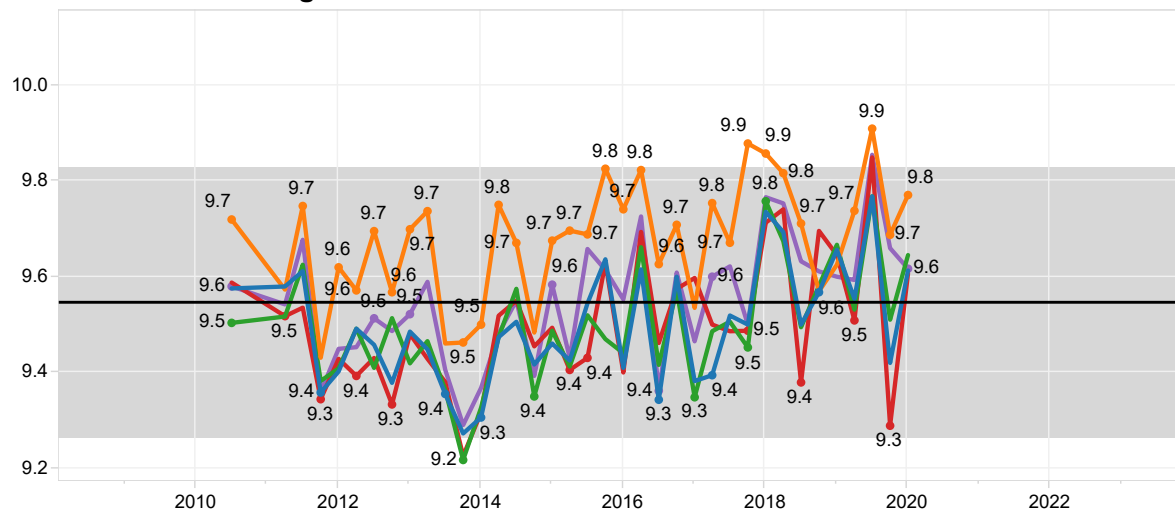
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



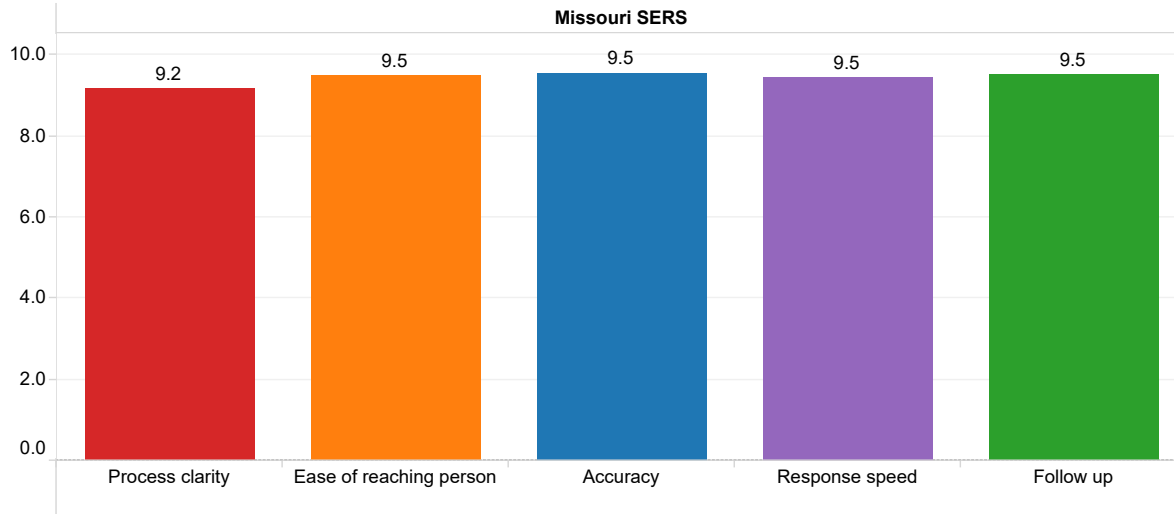
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 71

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2020 q1

Gender: Q16
All

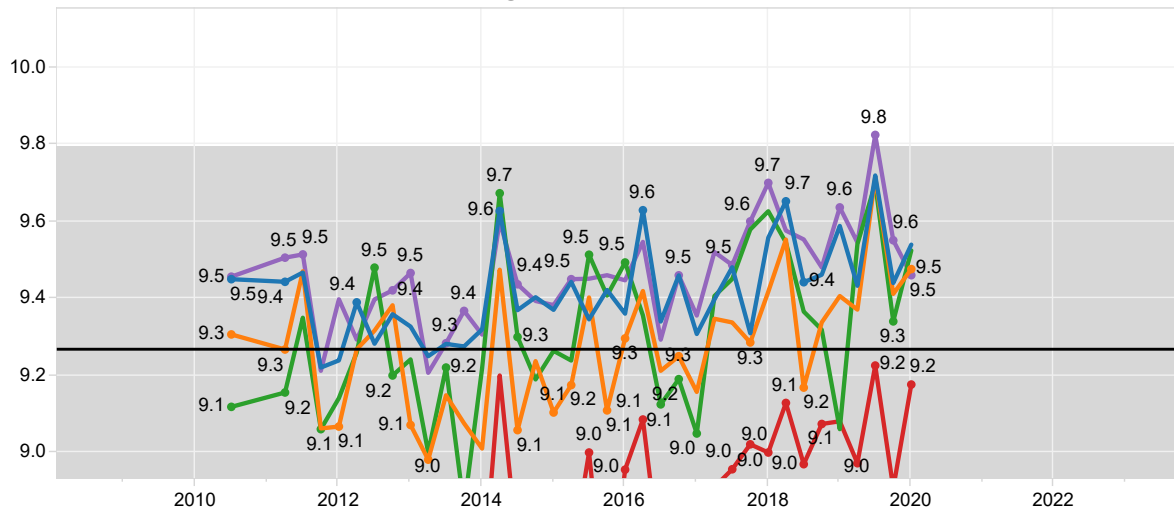
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



Custom Variable 1
All

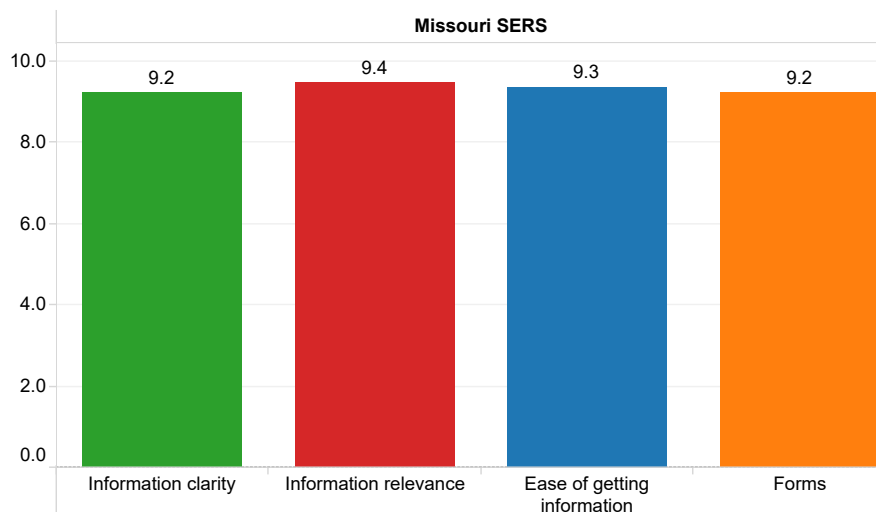
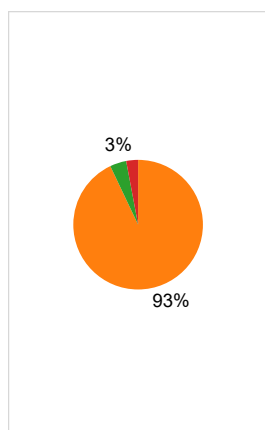
Measure Names

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

N: 71

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Little
■ Too Much



Fund ID
Missouri SERS

Response date
2020 q1

Gender: Q16
All

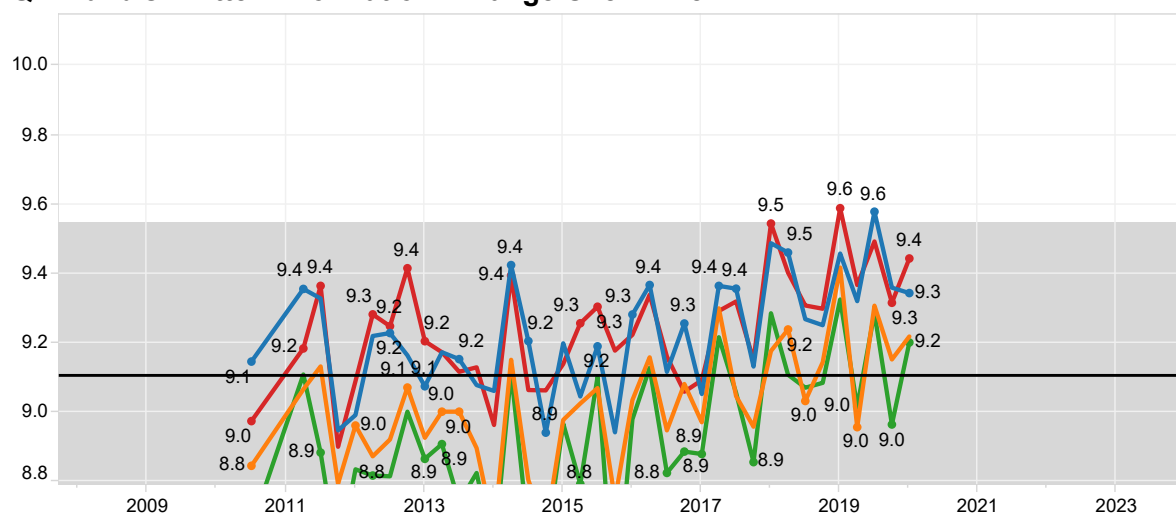
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



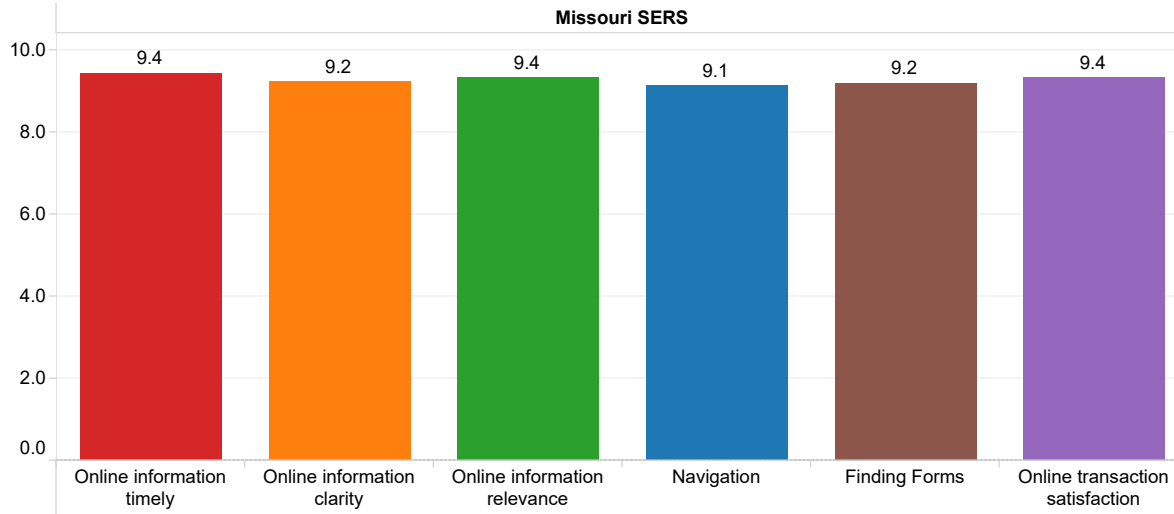
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 71

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2020 q1

Gender: Q16
All

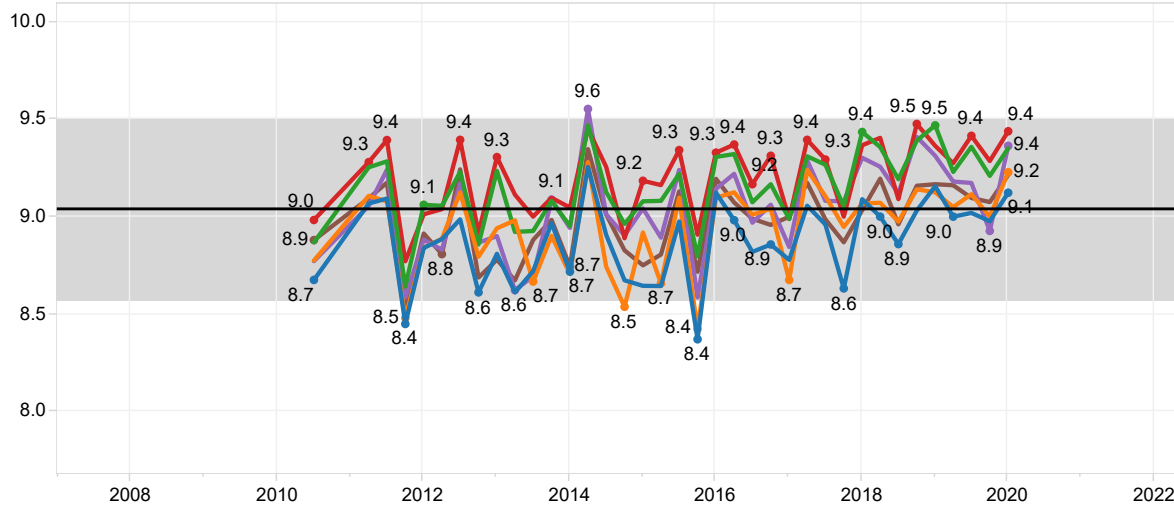
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

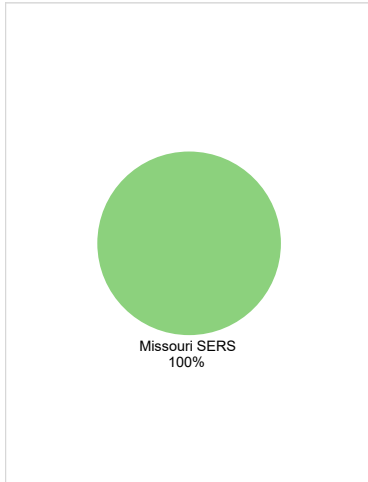
Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

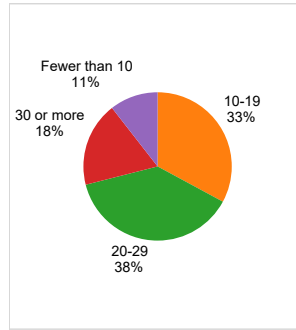
N: 71

Percentage of Responses by Fund

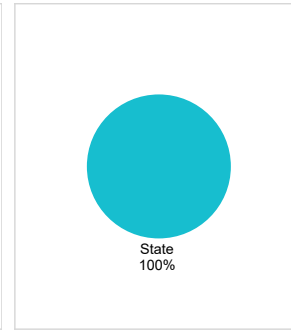
Fund ID
Missouri SERS



Years of Service



Job Type



Fund ID
Missouri SERS

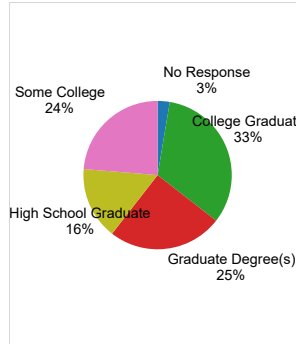
Response date
2020 q2

Gender: Q16
All

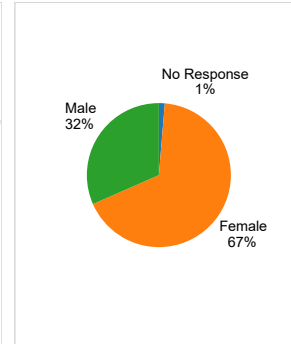
Education: Q15
All

Service: Q14
All

Education



Gender

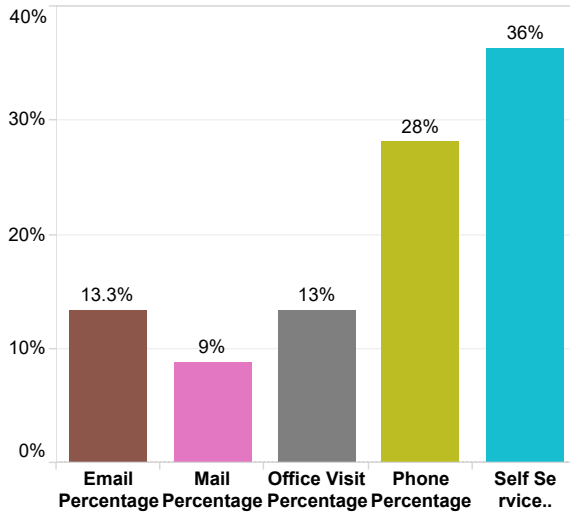


Age: Q13
All

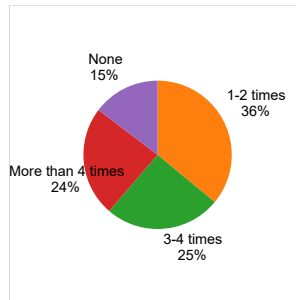
Job Type: Q11
All

Custom Variable 1
All

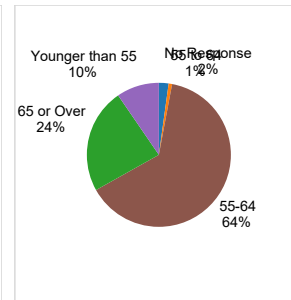
Method of Contacting the Fund



Contact Frequency

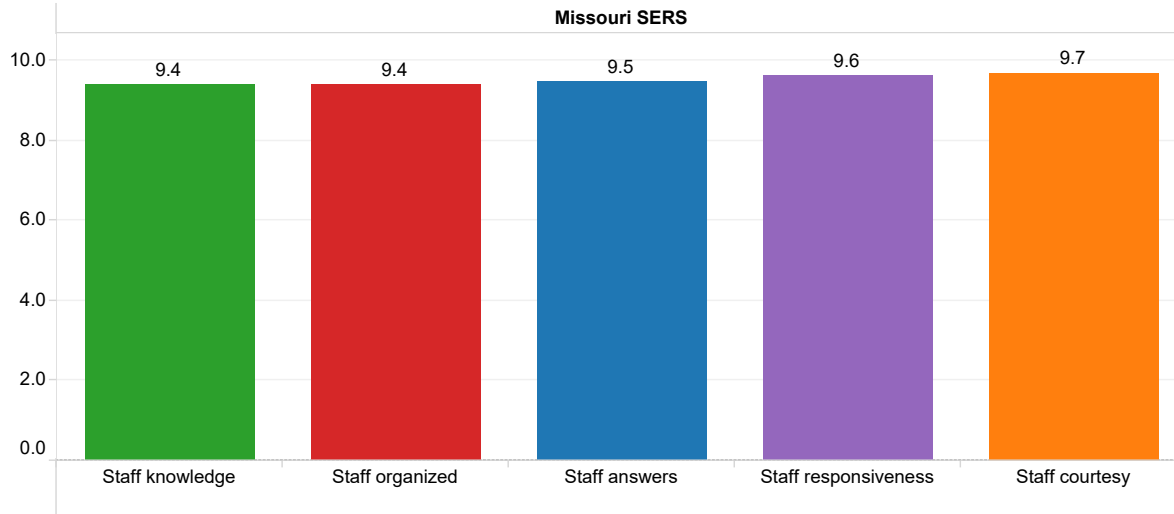


Age



N: 76

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2020 q2

Gender: Q16
All

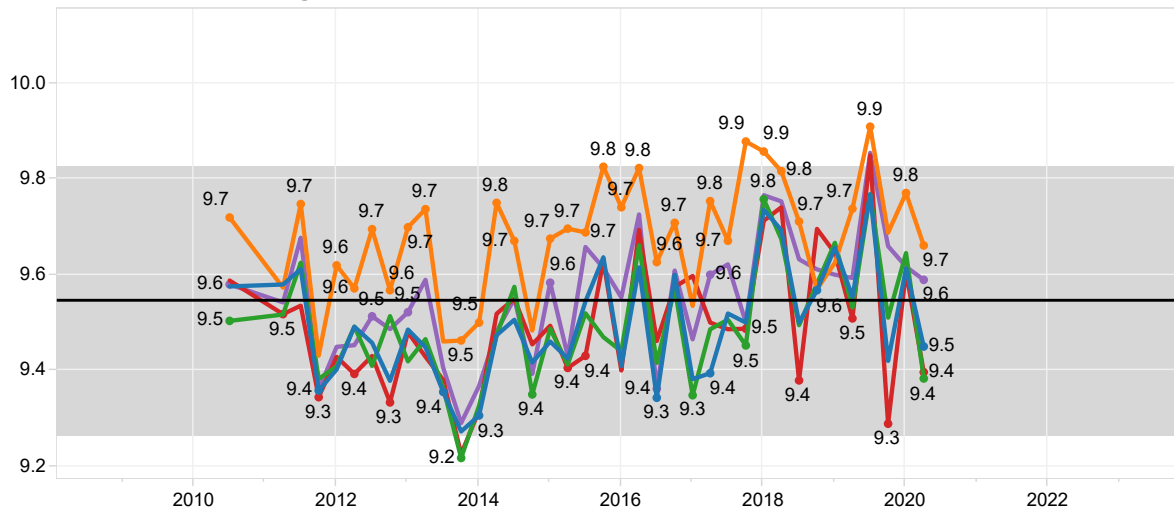
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



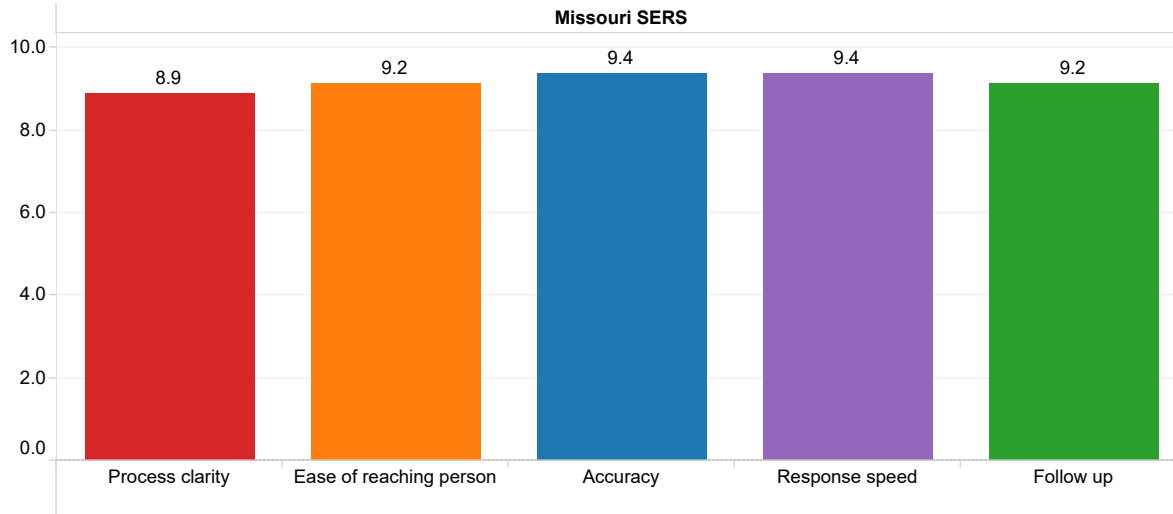
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 76

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2020 q2

Gender: Q16
All

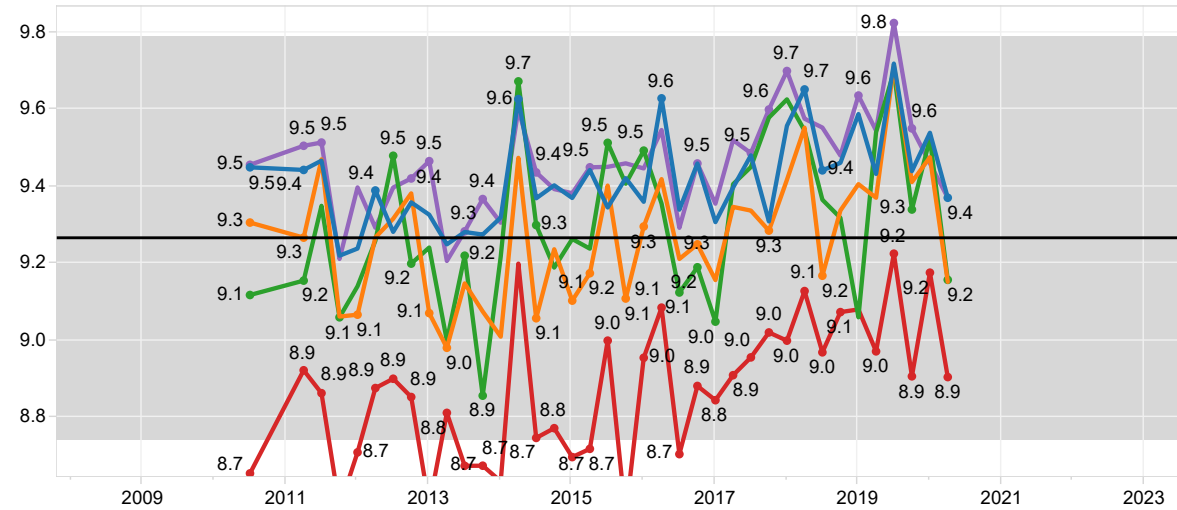
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



Custom Variable 1
All

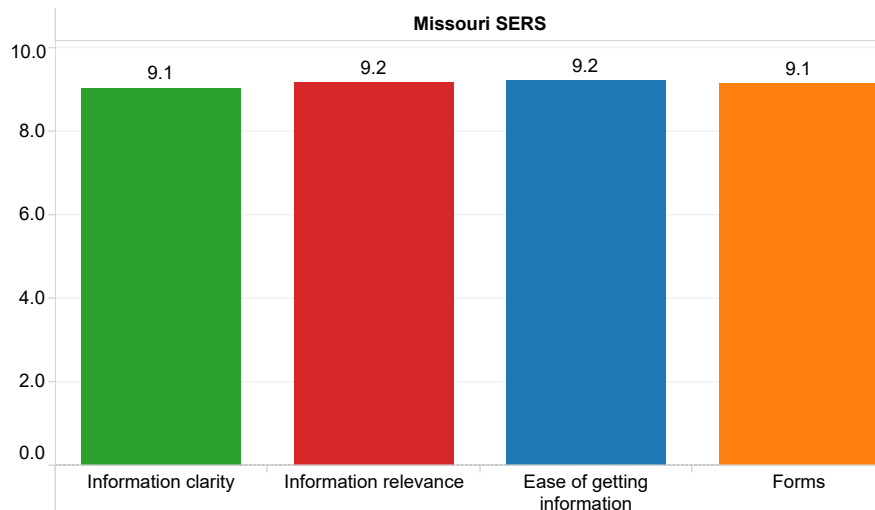
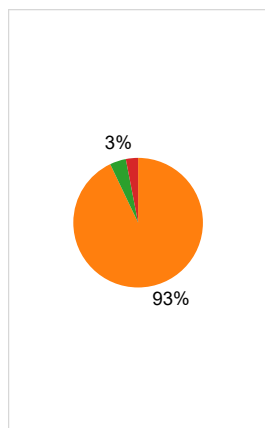
Measure Names

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

N: 76

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Little
■ Too Much



Fund ID
Missouri SERS

Response date
2020 q2

Gender: Q16
All

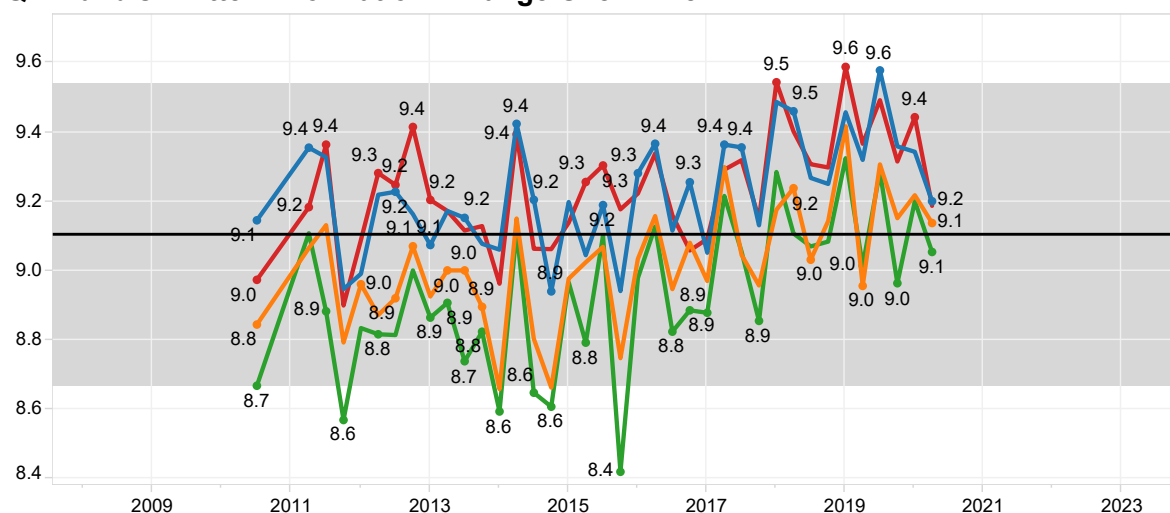
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



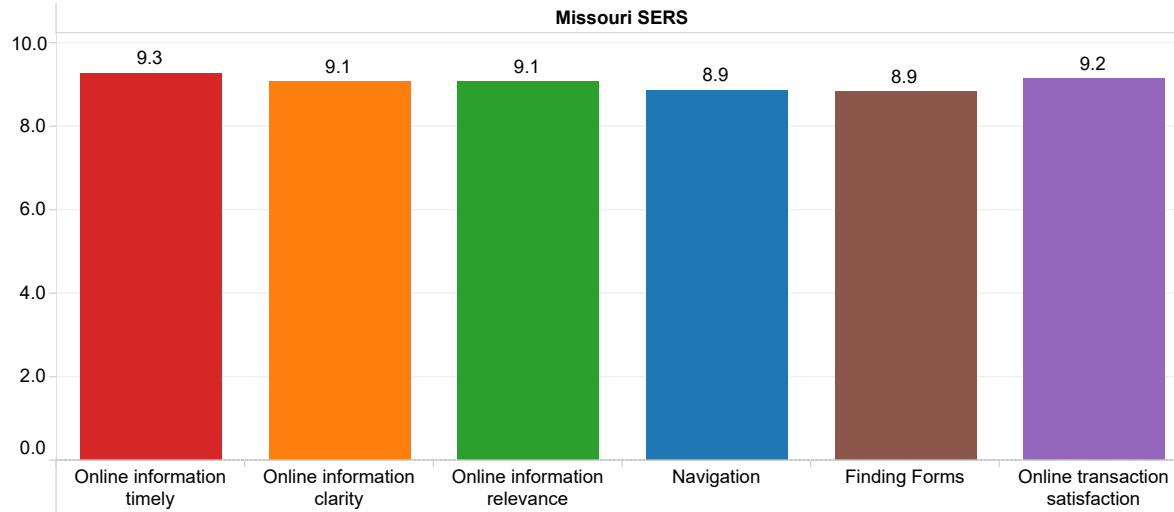
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 76

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2020 q2

Gender: Q16
All

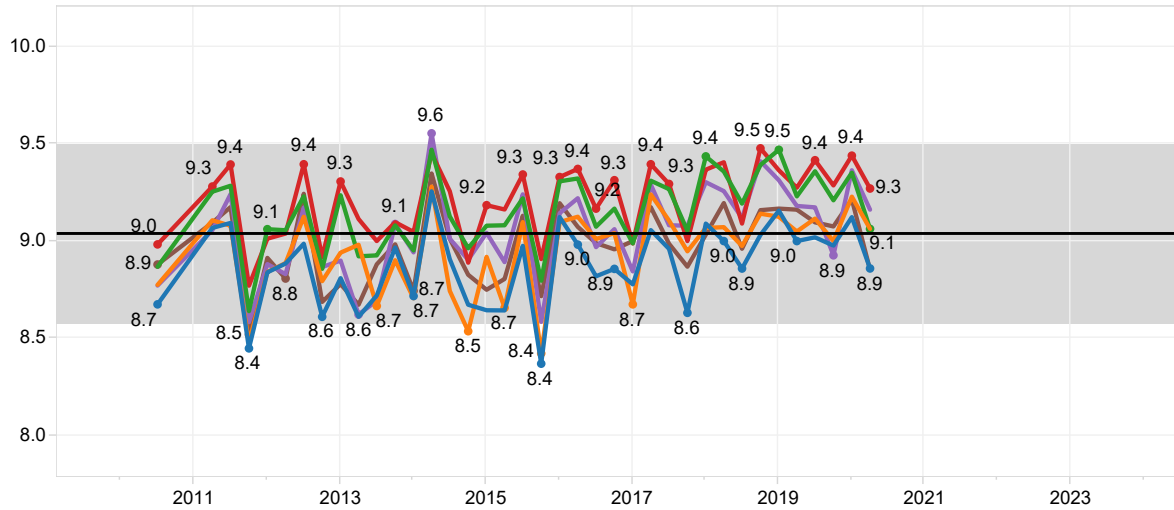
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

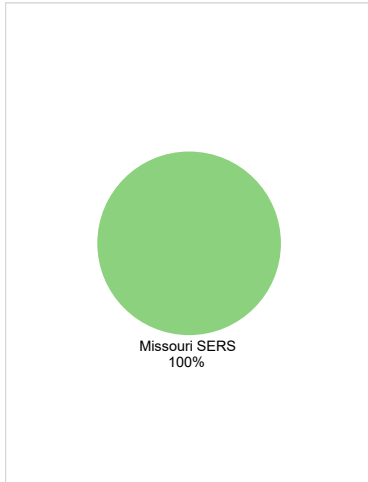
Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

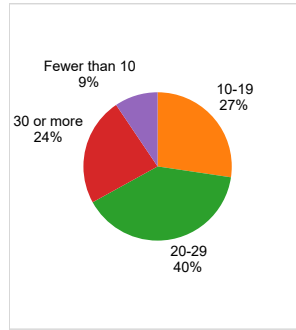
N: 76

Percentage of Responses by Fund

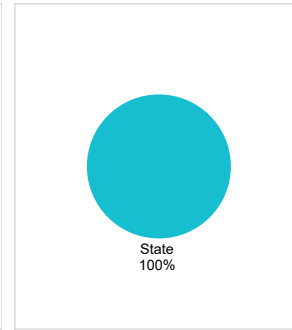
Fund ID
Missouri SERS



Years of Service



Job Type



Fund ID
Missouri SERS

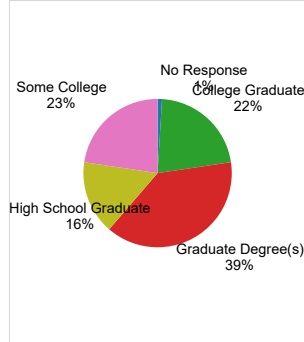
Response date
2020 q3

Gender: Q16
All

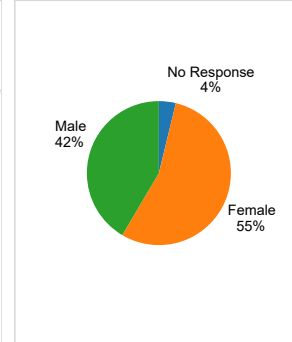
Education: Q15
All

Service: Q14
All

Education



Gender

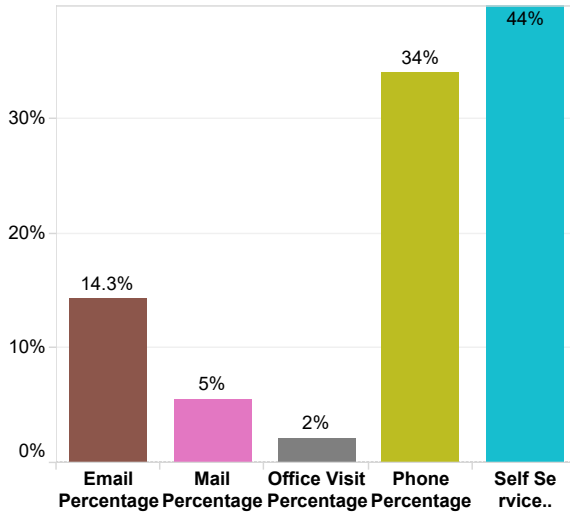


Age: Q13
All

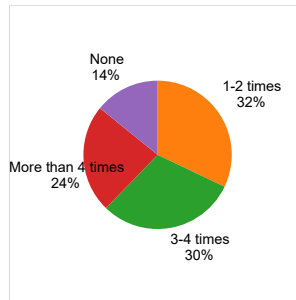
Job Type: Q11
All

Custom Variable 1
All

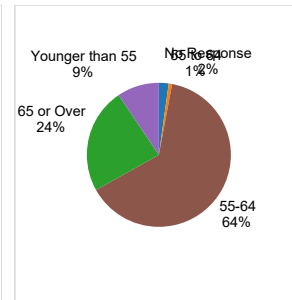
Method of Contacting the Fund



Contact Frequency

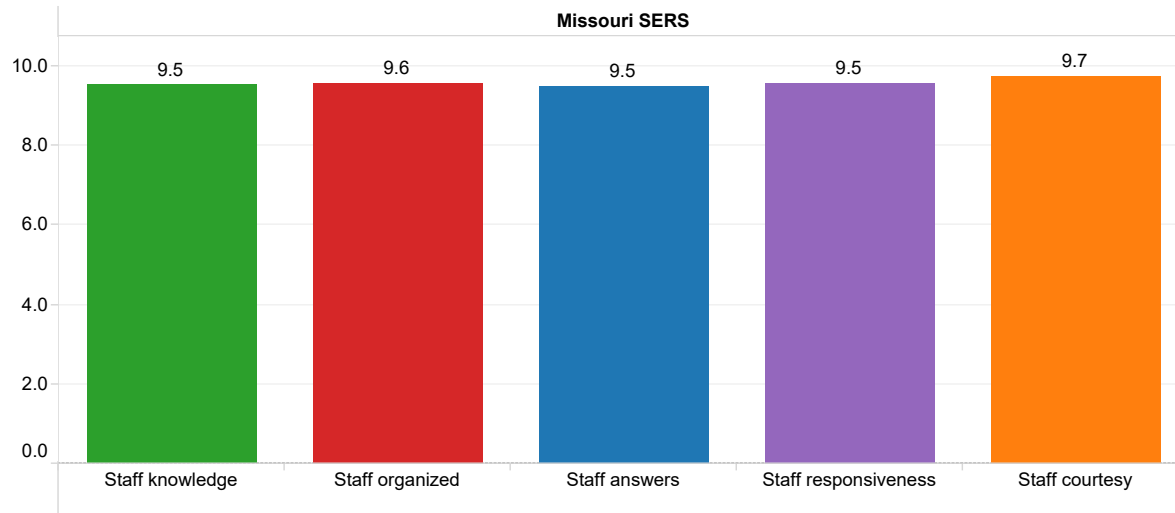


Age



N: 106

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2020 q3

Gender: Q16
All

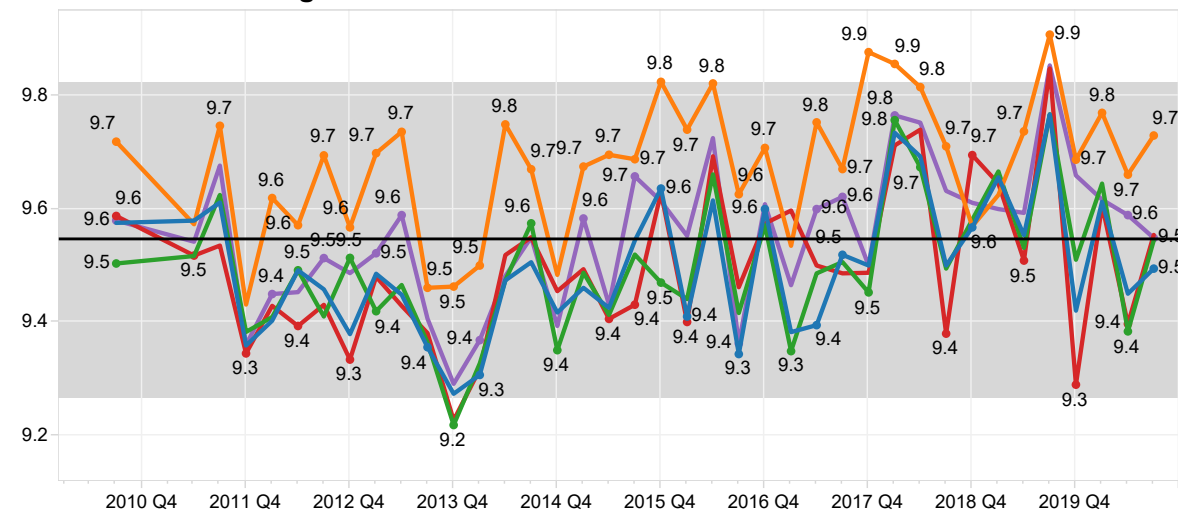
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



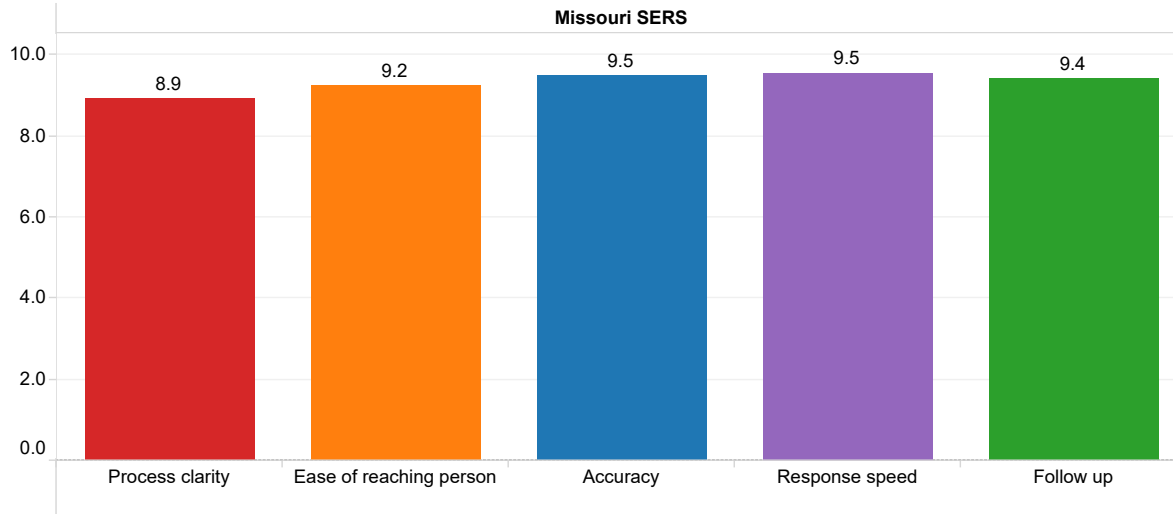
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 106

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2020 q3

Gender: Q16
All

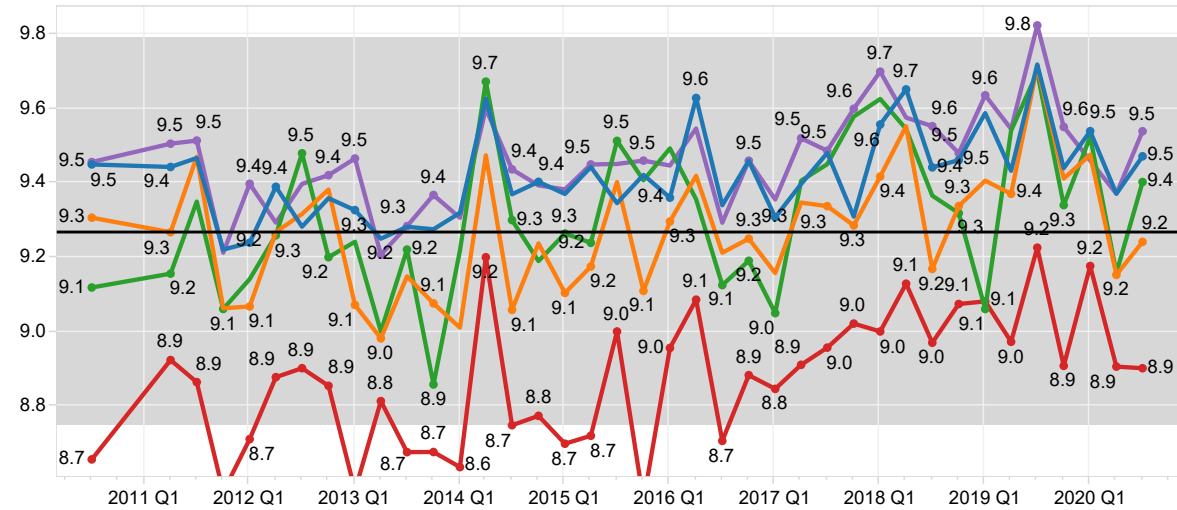
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



Custom Variable 1
All

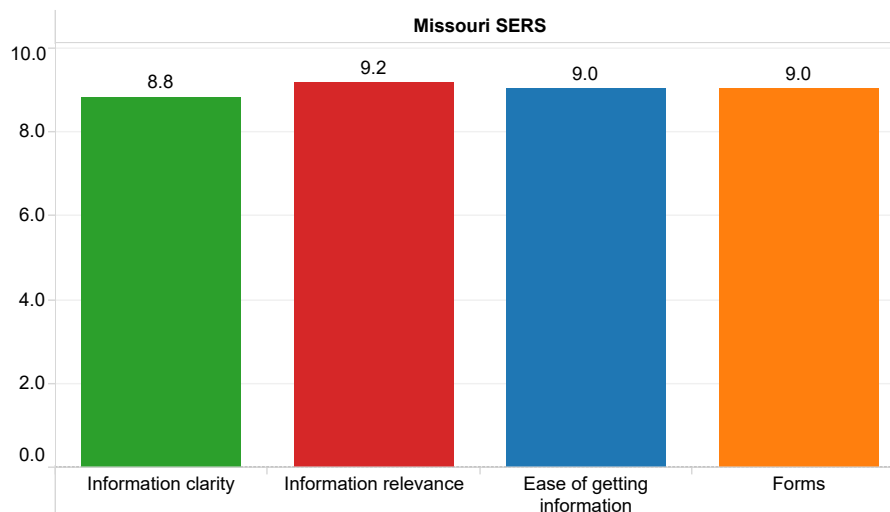
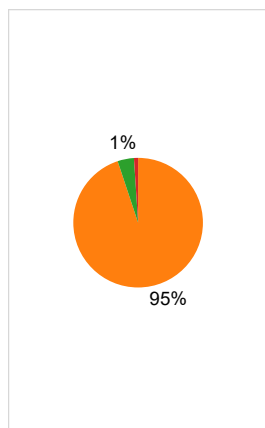
Measure Names

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

N: 106

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Little
■ Too Much



Fund ID
Missouri SERS

Response date
2020 q3

Gender: Q16
All

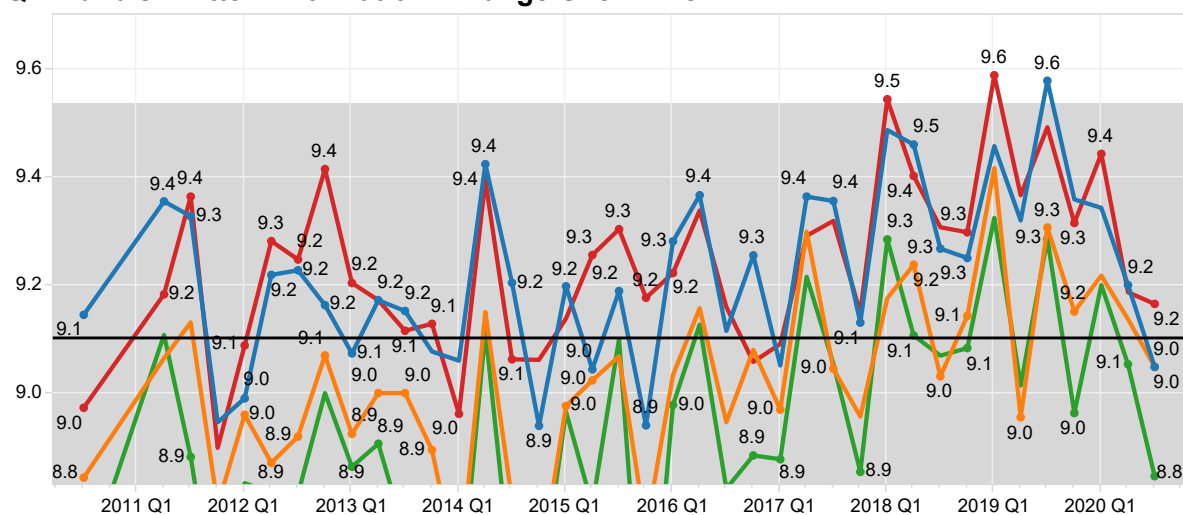
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



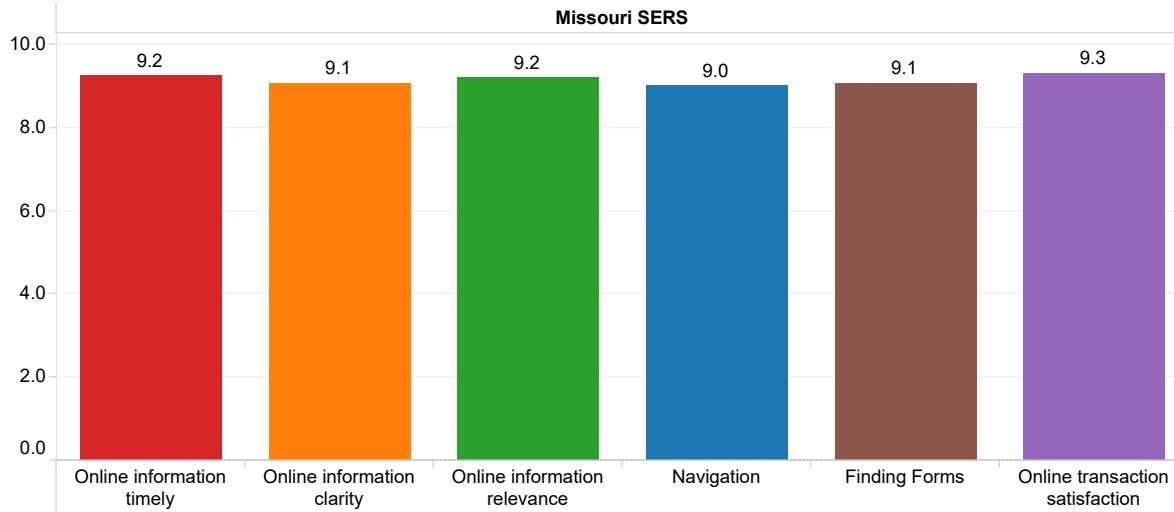
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 106

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2020 q3

Gender: Q16
All

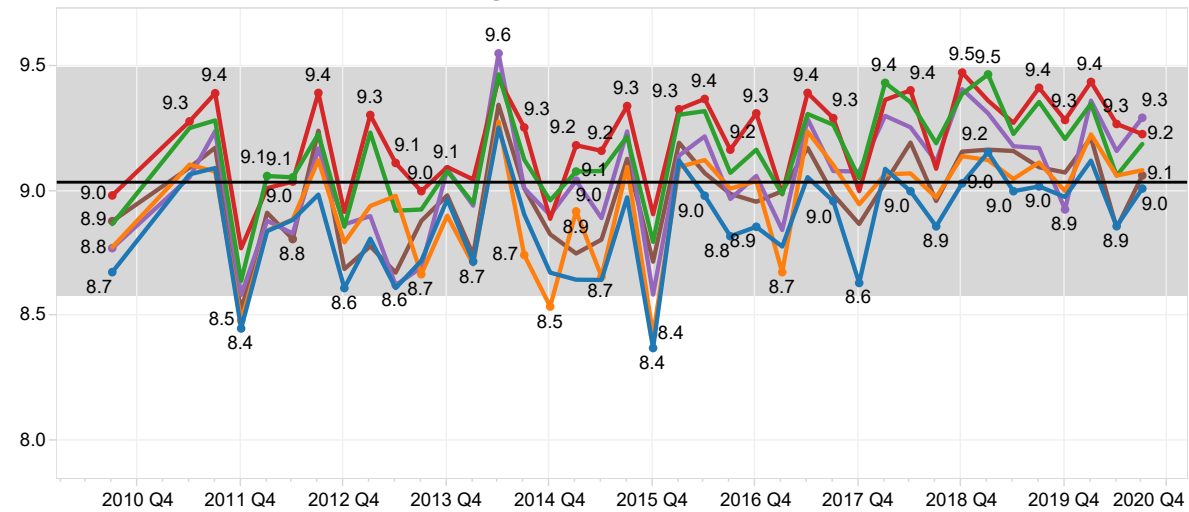
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

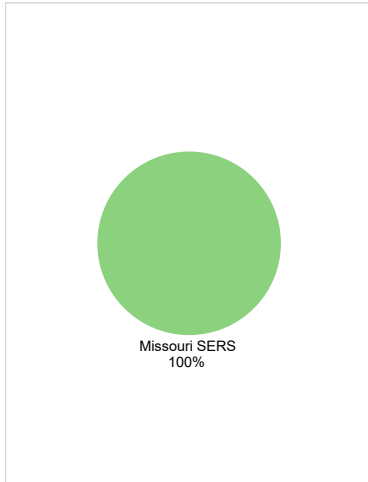
Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

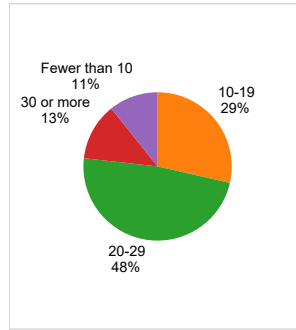
N: 106

Percentage of Responses by Fund

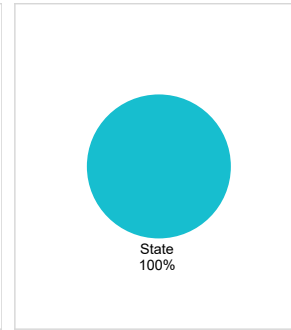
Fund ID
Missouri SERS



Years of Service



Job Type



Fund ID
Missouri SERS

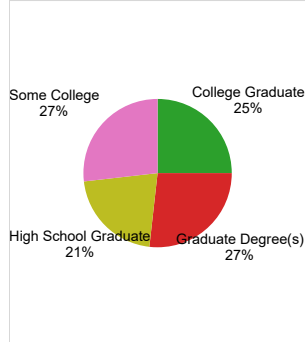
Response date
2020 q4

Gender: Q16
All

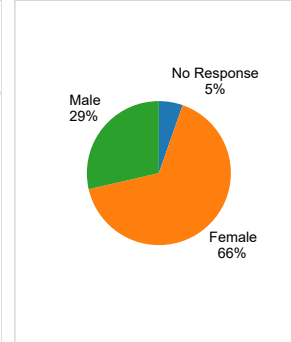
Education: Q15
All

Service: Q14
All

Education



Gender

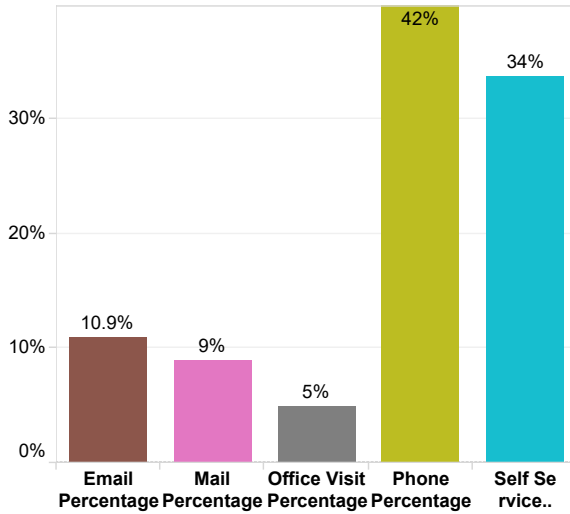


Age: Q13
All

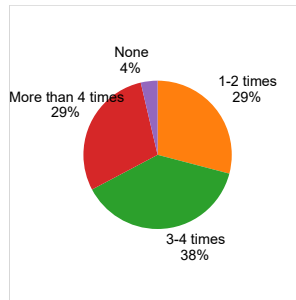
Job Type: Q11
All

Custom Variable 1
All

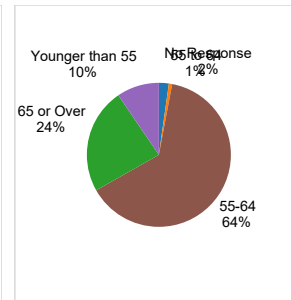
Method of Contacting the Fund



Contact Frequency

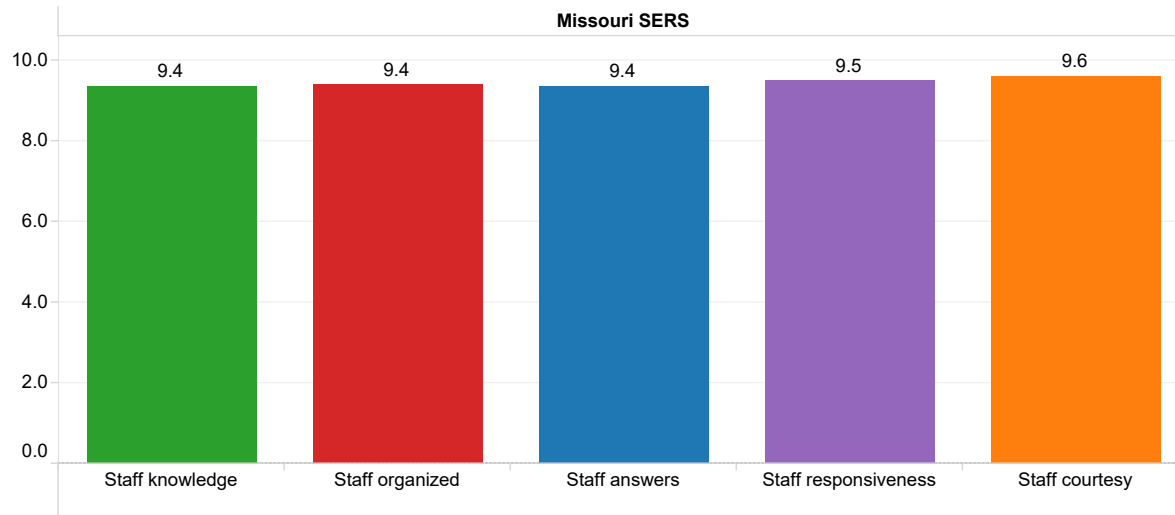


Age



N: 56

Q2: Fund Staff



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

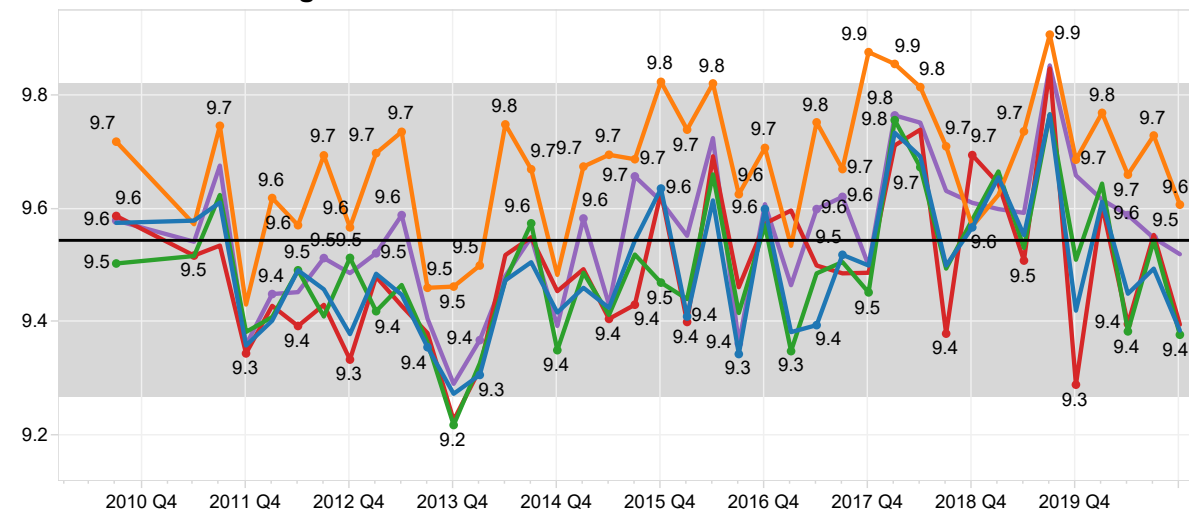
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q2: Fund Staff: Change Over Time



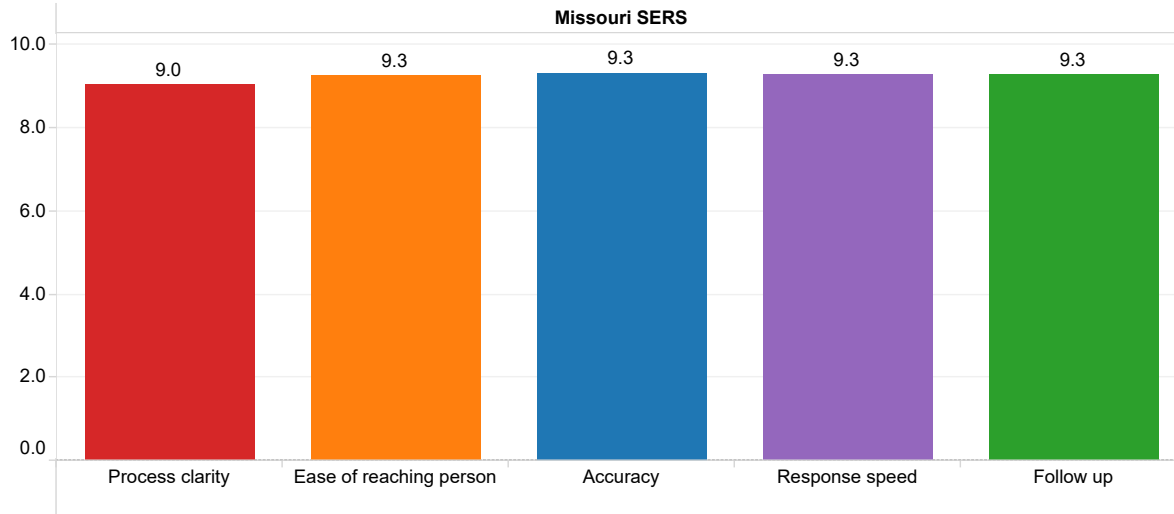
Custom Variable 1
All

Measure Names

- Staff knowledge
- Staff organized
- Staff answers
- Staff responsiveness
- Staff courtesy

N: 56

Q3: Fund Retirement Process



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

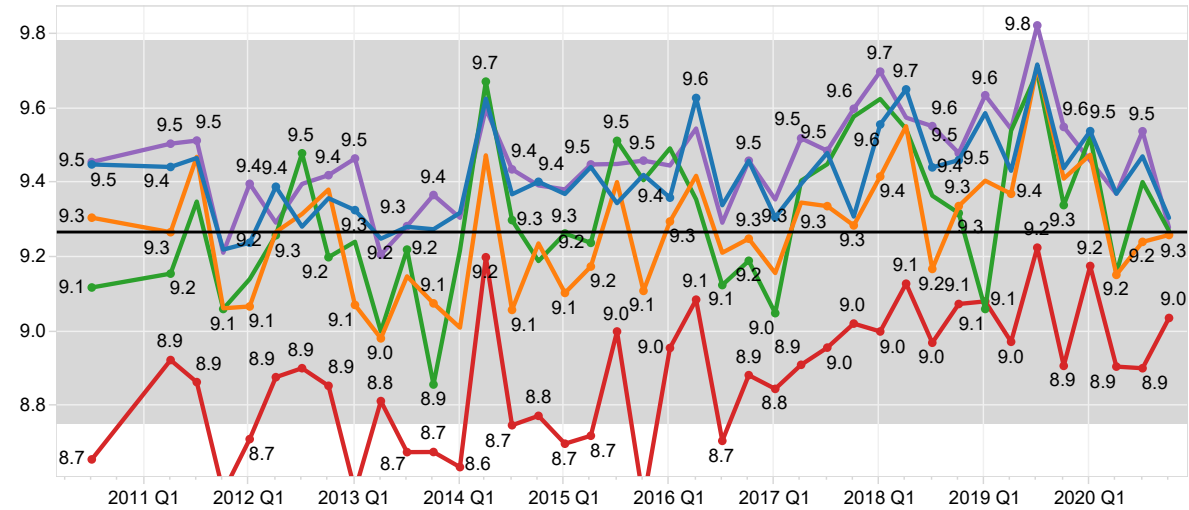
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q3: Fund Retirement Process: Change Over Time



Custom Variable 1
All

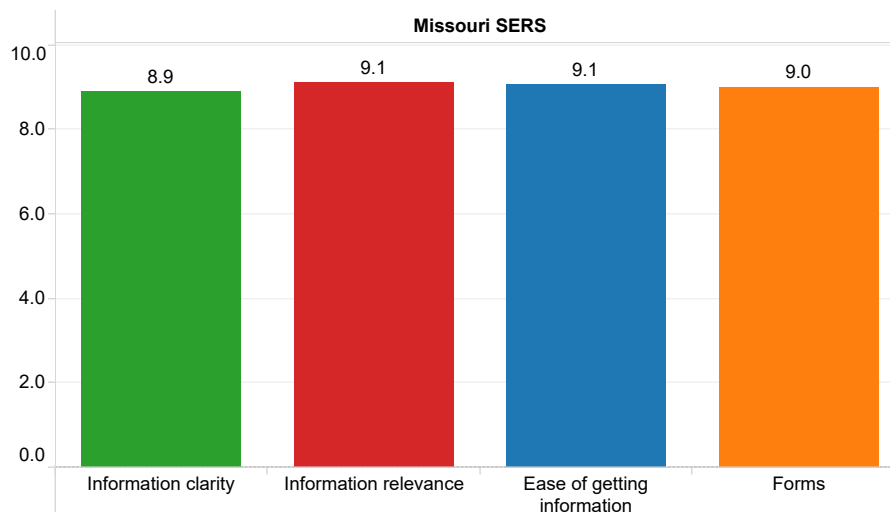
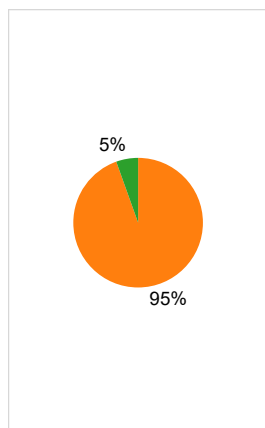
Measure Names

- Process clarity
- Ease of reaching pers..
- Accuracy
- Response speed
- Follow up

N: 56

Amount of information:.. Q4: Fund's Written Information

■ About Right
■ Too Little



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

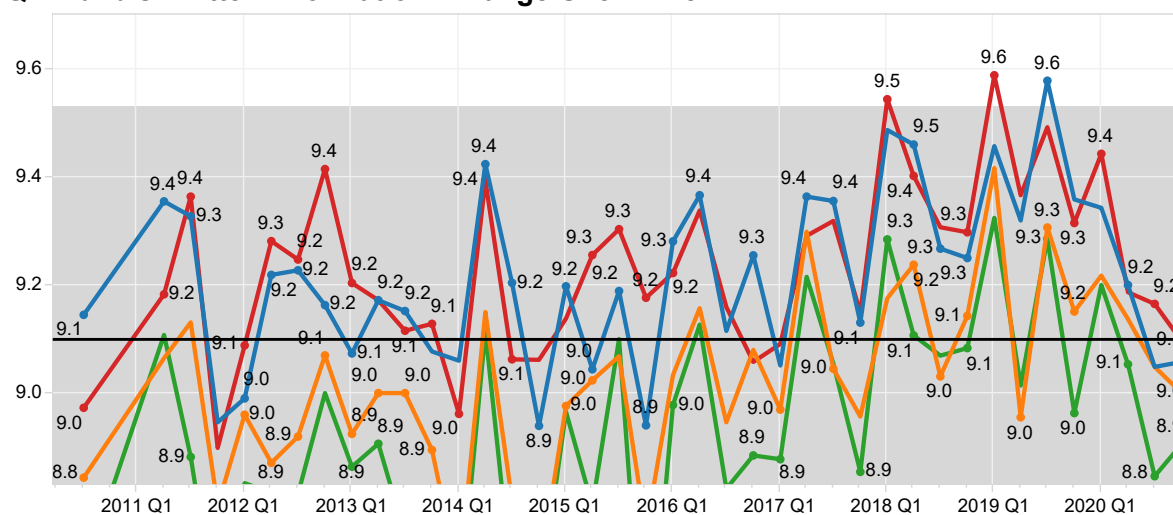
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q4: Fund's Written Information: Change Over Time



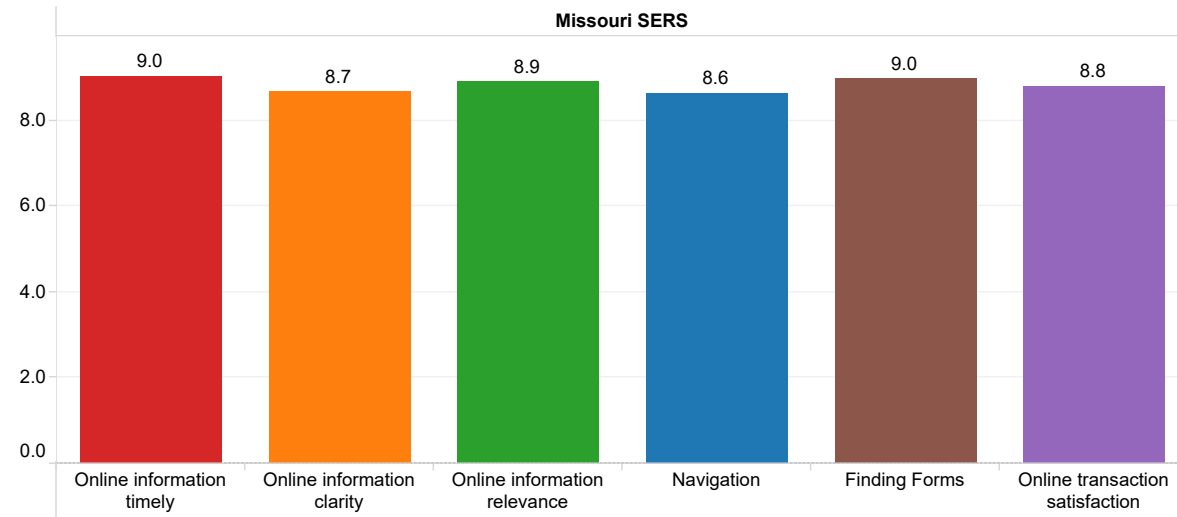
Custom Variable 1
All

Measure Names

- Information clarity
- Information relevance
- Ease of getting inform..
- Forms

N: 56

Q6: Fund Online Information



Fund ID
Missouri SERS

Response date
2020 q4

Gender: Q16
All

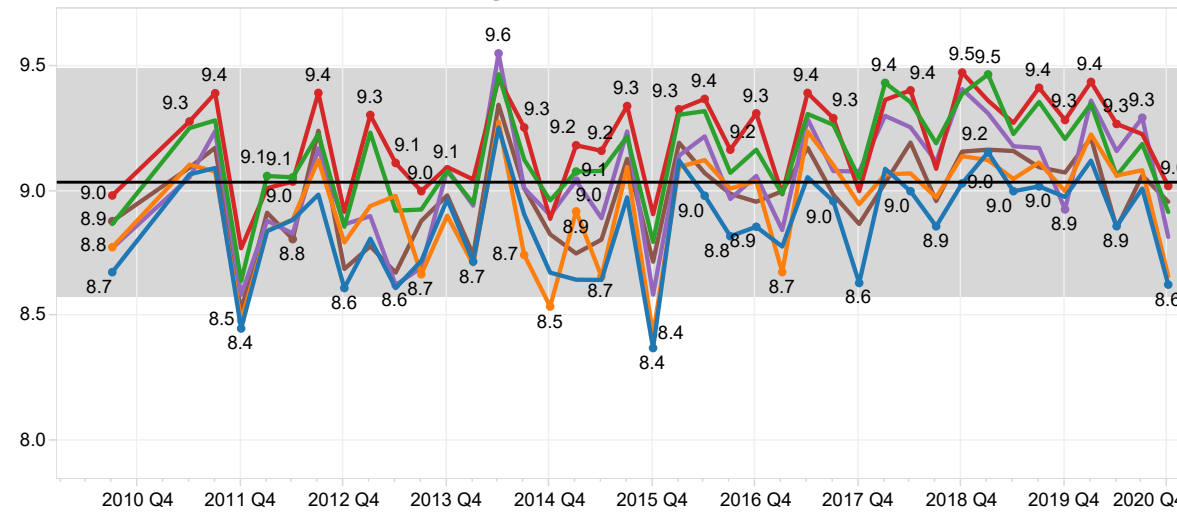
Education: Q15
All

Service: Q14
All

Age: Q13
All

Job Type: Q11
All

Q6: Fund Online Information: Change Over Time



Custom Variable 1
All

Measure Names

- Online information tim..
- Online information cla..
- Online information rel..
- Navigation
- Finding Forms
- Online transaction sat..

N: 56